IN THE SPECIFICATION

Please replace the third paragraph on page 7 with the following replacement paragraph. The changes reflect the Examiner's request that Figure 3 be labeled as two separate figures. No new matter is added.

> "**Figure 3<u>A</u>** is a block diagram of part of an embodiment of a discrete long-range planner. <u>**Figure 3B** is a block diagram of another part of an embodiment of a discrete long-range planner.</u>"

Please replace the last paragraph on page 17 with the following replacement paragraph. The changes reflect the Examiner's request that Figure 3 be labeled as two separate figures. No new matter is added.

> "Another function is a discrete long-range simulator that determines the total number of effective staffing hours of capacity provided for each queue and each time interval, based on the hiring and training plans specified to the long-range planner, along with the queue-by-queue load specified to the long range planner. The expected service level for each queue and the predicted occupancy for each queue are also determined for each profile, where occupancy is the number of agents servicing a queue. In one embodiment, with reference to **Figures 3A and 3B**, the discrete long-range simulator stores and updates values for both profiles and queues in alternation. For each profile 302 and each queue 308, a scaling factor 304 and an Erlang by queue (eBQ) factor are stored and updated. Both scaling factor 304 and eBQ factor 306 are arrays of length "numQueues"."

Please replace the last paragraph on page 19 with the following replacement paragraph. The acronym FMLA is spelled out following the Examiner's suggestion. No new matter is added.

> "Another function of the long-range planner is a cost model. In one embodiment, the cost model is an interface that enables accurate prediction of contact center run cost using the inputs and calculations as described below and shown in **Figure 5**. For each profile 502, the interface requests the user to specify shrinkage 504 in a series of categories as percentages of total time. One main category is planned shrinkage, which includes vacations, breaks, training, non-contact tasks, and other fields. The second main category is absenteeism. Absenteeism

has subcategories, such as unpaid absenteeism, which includes fields such as unpaid sick time, unpaid personal time, and other fields. Another subcategory, paid absenteeism, includes the fields jury, FMLA (Family Medical Leave Act), and other fields. An algorithm computes the total unpaid absenteeism, denoted as "u", and the total shrinkage, which consists of a sum of the planned shrinkage and the unpaid and paid absenteeism.

Please replace the second paragraph on page 20 with the following replacement paragraph. The changes cure the Examiner's objection to Figure 5 that reference characters appeared in the figure but were not mentioned in the description. The acronym FUTA is also spelled out following the Examiner's suggestion. No new matter is added.

"In addition, the interface allows the user to specify an hourly wage 508 on a profile-by-profile basis. Finally, the interface allows the user to specify the total number of holiday days with varying degrees of temporal resolution, including monthly and yearly. Yet another aspect of the interface allows the user to specify burden in a field-by-field manner. A burden 506, or also referred to as overhead, is specified as percentages, similar to shrinkage, for fields including 401K; insurance, worker's compensation, FUTA (Federal Unemployment Tax Act) and other fields."

Please replace the last paragraph on page 20 with the following replacement paragraph. The changes cure the Examiner's objection that reference in the paragraph to Figures 7 and 8 should have been to Figures 6 and 7. No new matter is added.

"**Figures 6** and **7** show user interface screens that allow the user to choose fields to be displayed. The fields available include various queue fields (base contact volume, contact volume, percent volume, etc.), various profile fields, and various "total" fields. In Figure 76, all fields are selected, and the three "show all" boxes are checked. Figure 87 shows that when the user deselects some of the fields, the appropriate "show all" field boxes are automatically updated."